

Enterprise Incident Report January 2012

As of 2/23/2012

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Metro B Desktop Support	Anthony Booyse	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	11 0	0 0	11 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	11 0	0 0	11 0
		Michael Barth	0 0	6 0	0 0	6 0
		Peter Musser	0 0	4 3	0 0	4 3
		Sean Chadbourne	0 0	32 17	2 0	34 17
		Tyler Pearce	0 0	5 0	0 0	5 0
		Wayne Higgs	1 0	5 0	0 0	6 0
		Assigned to Individual Total	1 0	89 20	2 0	92 20
	Metro B Help Desk	Gavin Barney	0 0	203 203	0 0	203 203
		Torri Randa	0 0	178 167	0 0	178 167
		Val Shepherd	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	382 371	0 0	382 371
	Metro B Hosting	Cordell Measells	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	11 0	0 0	11 0
		J. L. Flack	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Order Desk	Anna Sandoval	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Security	Sharon Smith	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	12 6	0 0	12 6
		Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0
	T Artis		0 0	1 0	0 0	1 0
	Assigned to Individual Total		0 0	2 0	0 0	2 0
	Assigned Group Total		1 0	518 400	2 0	521 400
	Customer Company Total			1 0	518 400	2 0

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Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 1	0 0	1 1
		Tracy Goble	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	11 0	0 0	11 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	11 0	0 0	11 0
		Michael Barth	0 0	6 0	0 0	6 0
		Peter Musser	0 0	4 0	0 0	4 0
		Sean Chadbourne	0 0	32 1	2 0	34 1
		Tyler Pearce	0 0	5 0	0 0	5 0
		Wayne Higgs	1 0	5 0	0 0	6 0
		Assigned to Individual Total	1 0	89 1	2 0	92 1
	Metro B Help Desk	Gavin Barney	0 0	203 0	0 0	203 0
		Torri Randa	0 0	178 0	0 0	178 0
		Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	382 0	0 0	382 0
	Metro B Hosting	Cordell Measells	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	11 2	0 0	11 2
		J. L. Flack	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	15 2	0 0	15 2
	Order Desk	Anna Sandoval	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Security	Sharon Smith	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		1 0	518 8	2 0	521 8
Customer Company Total			1 0	518 8	2 0	521 8

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As of 2/23/2012

Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Bart Purser	0 0.00	1 1.19	0 0.00	1 1.19
		Paul Lundell	0 0.00	2 2.65	0 0.00	2 2.65
		Tony Larsen	0 0.00	1 1.09	0 0.00	1 1.09
		Tracy Goble	0 0.00	1 2.61	0 0.00	1 2.61
		Assigned to Individual Total	0 0.00	5 2.04	0 0.00	5 2.04
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.03	0 0.00	1 0.03
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.01	0 0.00	3 0.01
	Metro B Desktop Support	Anthony Booyse	0 0.00	10 0.13	0 0.00	10 0.13
		Bill Crowther	0 0.00	11 0.09	0 0.00	11 0.09

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0.00	3 0.36	0 0.00	3 0.36
		Jay Locker	0 0.00	2 0.05	0 0.00	2 0.05
		Ken Bolkcom	0 0.00	11 0.13	0 0.00	11 0.13
		Michael Barth	0 0.00	6 0.05	0 0.00	6 0.05
		Peter Musser	0 0.00	4 0.04	0 0.00	4 0.04
		Sean Chadbourne	0 0.00	32 0.10	2 0.14	34 0.10
		Tyler Pearce	0 0.00	5 0.12	0 0.00	5 0.12
		Wayne Higgs	1 0.07	5 0.15	0 0.00	6 0.14
		Assigned to Individual Total	1 0.07	89 0.11	2 0.14	92 0.11
	Metro B Help Desk	Gavin Barney	0 0.00	203 0.00	0 0.00	203 0.00
		Torri Randa	0 0.00	178 0.01	0 0.00	178 0.01
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	382 0.00	0 0.00	382 0.00
	Metro B Hosting	Cordell Measells	0 0.00	1 0.00	0 0.00	1 0.00

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Hosting	Greg Taylor	0 0.00	1 0.32	0 0.00	1 0.32
		Randy Spainhower	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	3 0.24	0 0.00	3 0.24
	Network Operations	Brant Davis	0 0.00	1 0.17	0 0.00	1 0.17
		Brian Chatwin	0 0.00	1 0.30	0 0.00	1 0.30
		Dave Bodily	0 0.00	11 0.47	0 0.00	11 0.47
		J. L. Flack	0 0.00	2 0.07	0 0.00	2 0.07
		Assigned to Individual Total	0 0.00	15 0.38	0 0.00	15 0.38
	Order Desk	Anna Sandoval	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	0 0.00	1 0.16
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Garry Gregson	0 0.00	1 0.14	0 0.00	1 0.14
		Jed Johnson	0 0.00	1 0.21	0 0.00	1 0.21

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			High	Low	Medium	ATTIR Total	
Tax Commission	Security	Sharon Smith	0 0.00	3 0.46	0 0.00	3 0.46	
		Assigned to Individual Total	0 0.00	5 0.35	0 0.00	5 0.35	
	Voice Operations	Gail Christiansen	0 0.00	2 0.29	0 0.00	2 0.29	
		Julie Sabato	0 0.00	1 0.07	0 0.00	1 0.07	
		Kelly Johnson	0 0.00	2 0.24	0 0.00	2 0.24	
		Leon Owen	0 0.00	1 0.13	0 0.00	1 0.13	
		Romanza Hamblin	0 0.00	6 0.10	0 0.00	6 0.10	
		Assigned to Individual Total	0 0.00	12 0.16	0 0.00	12 0.16	
		Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.58	0 0.00	1 0.58
	T Artis		0 0.00	1 0.16	0 0.00	1 0.16	
	Assigned to Individual Total		0 0.00	2 0.37	0 0.00	2 0.37	
	Assigned Group Total		1 0.07	518 0.06	2 0.14	521 0.06	
	Customer Company Total			1 0.07	518 0.06	2 0.14	521 0.06

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Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	11 0	0 0	11 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0	3 0	0 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	11 0	0 0	11 0
		Michael Barth	0 0	6 0	0 0	6 0
		Peter Musser	0 0	4 0	0 0	4 0
		Sean Chadbourne	0 0	32 0	2 0	34 0
		Tyler Pearce	0 0	5 1	0 0	5 1
		Wayne Higgs	1 0	5 0	0 0	6 0
		Assigned to Individual Total	1 0	89 1	2 0	92 1
	Metro B Help Desk	Gavin Barney	0 0	203 0	0 0	203 0
		Torri Randa	0 0	178 0	0 0	178 0
		Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	382 0	0 0	382 0
	Metro B Hosting	Cordell Measells	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	11 0	0 0	11 0
		J. L. Flack	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Order Desk	Anna Sandoval	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Security	Sharon Smith	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		1 0	518 1	2 0	521 1
Customer Company Total			1 0	518 1	2 0	521 1

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Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Bart Purser	0 0.00	1 1.51	0 0.00	1 1.51
		Paul Lundell	0 0.00	2 2.65	0 0.00	2 2.65
		Tony Larsen	0 0.00	1 1.42	0 0.00	1 1.42
		Tracy Goble	0 0.00	1 2.61	0 0.00	1 2.61
		Assigned to Individual Total	0 0.00	5 2.17	0 0.00	5 2.17
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.12	0 0.00	1 0.12
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.04	0 0.00	3 0.04
	Metro B Desktop Support	Anthony Booyse	0 0.00	10 1.23	0 0.00	10 1.23
		Bill Crowther	0 0.00	11 1.32	0 0.00	11 1.32

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	0 0.00	3 1.23	0 0.00	3 1.23
		Jay Locker	0 0.00	2 0.58	0 0.00	2 0.58
		Ken Bolkcom	0 0.00	11 1.63	0 0.00	11 1.63
		Michael Barth	0 0.00	6 1.94	0 0.00	6 1.94
		Peter Musser	0 0.00	4 1.10	0 0.00	4 1.10
		Sean Chadbourne	0 0.00	32 0.65	2 0.57	34 0.64
		Tyler Pearce	0 0.00	5 2.51	0 0.00	5 2.51
		Wayne Higgs	1 1.00	5 3.56	0 0.00	6 3.13
		Assigned to Individual Total	1 1.00	89 1.31	2 0.57	92 1.29
	Metro B Help Desk	Gavin Barney	0 0.00	203 0.00	0 0.00	203 0.00
		Torri Randa	0 0.00	178 0.01	0 0.00	178 0.01
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	382 0.00	0 0.00	382 0.00
	Metro B Hosting	Cordell Measells	0 0.00	1 0.02	0 0.00	1 0.02

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Hosting	Greg Taylor	0 0.00	1 0.32	0 0.00	1 0.32
		Randy Spainhower	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	3 0.31	0 0.00	3 0.31
	Network Operations	Brant Davis	0 0.00	1 1.10	0 0.00	1 1.10
		Brian Chatwin	0 0.00	1 0.87	0 0.00	1 0.87
		Dave Bodily	0 0.00	11 1.07	0 0.00	11 1.07
		J. L. Flack	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	15 1.05	0 0.00	15 1.05
	Order Desk	Anna Sandoval	0 0.00	1 5.70	0 0.00	1 5.70
		Assigned to Individual Total	0 0.00	1 5.70	0 0.00	1 5.70
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Garry Gregson	0 0.00	1 1.15	0 0.00	1 1.15
		Jed Johnson	0 0.00	1 4.26	0 0.00	1 4.26

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Security	Sharon Smith	0 0.00	3 0.47	0 0.00	3 0.47
		Assigned to Individual Total	0 0.00	5 1.36	0 0.00	5 1.36
	Voice Operations	Gail Christiansen	0 0.00	2 1.23	0 0.00	2 1.23
		Julie Sabato	0 0.00	1 4.51	0 0.00	1 4.51
		Kelly Johnson	0 0.00	2 0.25	0 0.00	2 0.25
		Leon Owen	0 0.00	1 0.13	0 0.00	1 0.13
		Romanza Hamblin	0 0.00	6 0.46	0 0.00	6 0.46
		Assigned to Individual Total	0 0.00	12 0.86	0 0.00	12 0.86
		Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.58	0 0.00
	T Artis		0 0.00	1 1.83	0 0.00	1 1.83
	Assigned to Individual Total		0 0.00	2 1.21	0 0.00	2 1.21
	Assigned Group Total		1 1.00	518 0.33	2 0.57	521 0.33
	Customer Company Total			1 1.00	518 0.33	2 0.57

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Tax Commission

Detail

INC000000438027	Donald Conger Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438054	Doug Smith Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438080	Emily Butler Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.66
INC000000438115	Aman Kudiya Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 1.07
INC000000438133	Dianna Wright Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438136	Karen Bryant Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438148	MV Price Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438150	Mark Kaleta Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438162	Tyler McIntosh Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438194	Dylan Jacobs Metro B Help Desk	Application Gavin Barney	Password Tax Commission	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438208	Janette Woodhouse Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438261	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438265	Debra Walker Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438271	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438278	Brian Brand Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438291	Brett Hancock Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Tax Commission

INC000000438308	Allen Maxson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438333	Duane Kuehl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438345	MV Richfield	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	5.85
INC000000438355	Brett Hancock	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.30
INC000000438360	Cindy M Clark	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438385	Shane Maag	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438390	Zane Rasmussen	Server	Error	None		TIR Missed: No	0.32
	Metro B Hosting	Greg Taylor	Tax Commission	Low	Closed	TTR Missed: No	0.32
INC000000438435	Paula Vanikiotis	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438438	Nancy Zullo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438538	Paula Vanikiotis	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438660	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438669	Ryan Tucker	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438691	Caralyn Streed	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.62
INC000000438753	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438767	Leann Tolino	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	0.23
INC000000438779	MV Provo	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000438789	Jody Randall	Telecom	Hardware	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	0.22

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INC000000438814	Robert Ure	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.80
INC000000438828	Carol Winn	PC/Laptop	Password	None		TIR Missed: No	0.58
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.58
INC000000439002	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439003	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439006	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439012	Pullan Sonya	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439017	Pullan Sonya	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439020	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439054	Amorette Child	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439139	Karen Lingard	PC/Laptop	Hardware	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439145	Joann Rhodes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439174	MV Tooele	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439195	Randy Farnsworth	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Cordell Measells	Tax Commission	Low	Closed	TTR Missed: No	0.02
INC000000439200	Melanie Schott	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439225	Rachel Maldonado	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439244	Shane Maag	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439347	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000439378	Marisa Manwaring	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439383	Melanie Palmer	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439396	Brandon Barlow	PC/Laptop	Hardware	None		TIR Missed: No	0.44
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.21
INC000000439411	Dean Drew	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439422	MV Tooee	None	None	None		TIR Missed: No	0.14
	Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	1.15
INC000000439508	Shane Maag	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	5.06
INC000000439541	MV Cedar City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439542	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439546	MV Salt Lake City	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439557	Joanne Phillips	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.68
INC000000439640	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439696	Scott Mann	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439763	Lezlie McCall	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439856	Dan Engh	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000439885	Jim Clayton	Mobile Devices	Error	Palm Desktop		TIR Missed: No	0.21
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.27
INC000000439957	MV Citrix	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440010	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000440013	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440135	Sandy Crane	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440151	Charlie Roberts	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440204	Vinh Vu	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440219	Terri Chidester	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440267	Jake Hill	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440305	Brian Brand	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440360	Mark Pochurek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440367	June Washington	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440389	Vickie Gritzmacher	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440391	MV Richfield	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440396	Brent Budge	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440401	Jennifer Bradbury	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440416	MV Ogden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440497	Heather Gamon	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440517	Trudy Gibbons	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000440535	Kim Chhour	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000440563	MV Provo	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440578	Karen Yakovich	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440680	Nery Coleman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440695	Jim Clayton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440764	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440776	Mariah McAfee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000440826	MV Tooee	Network	Performance	None		TIR Missed: No	0.14
	Network Operations	J. L. Flack	Tax Commission	Low	Closed	TTR Missed: No	
INC000000440826	MV Tooee	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Tax Commission	Low	Closed	TTR Missed: No	
INC000000441029	Mike Fahey	PC/Laptop	Virus	None		TIR Missed: No	0.32
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.32
INC000000441087	Dianna Wright	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441127	Norman Bernardo	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441131	Victoria Youtsey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441241	Brandon Cowdell	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.52
INC000000441261	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441281	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441292	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441334	Carol Winn	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000441520	Jonathan Steed	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441524	Jennifer Stanger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441548	Richard Lewis	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441550	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441552	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441623	MV Citrix	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441757	Ron Jacobson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441758	MV Tooele	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441788	John Manning	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441864	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441866	Betty Stearns	Server	Performance	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441870	MV Tooele	Server	Performance	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441897	Aimee Turbin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441899	Scott Stevens	PC/Laptop	Error	None	TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.61
INC000000441915	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441930	William Kowalowski	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000441932	MV Salt Lake City	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000441935	Victoria Youtsey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441943	Victoria Youtsey	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.65
INC000000441956	Jodi Miller	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.16
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	4.90
INC000000441970	MV Richfield	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000441975	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442014	Tina Wright	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442024	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442032	Jodi Miller	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442175	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442199	Brandon Cowdell	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.45
INC000000442200	MV Salt Lake City	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	2.14
INC000000442249	Jonathan Steed	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	1.18
INC000000442266	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442322	Scott Draper	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442354	MV Junction	Server	Performance	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442449	MV Citrix	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442494	Shannon Sirles	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000442498	Amanda Norton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442618	Colleen Southwick	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442635	Kathy Ching	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442641	Becky McKenzie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442648	Travis Harvey	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	0.15
INC000000442660	Richard Lewis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442688	Brett Hancock	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442701	Karen Moody	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442834	MV Loa	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000442856	Bruce Johnson	PC/Laptop	Error	None		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.87
INC000000442913	Jit Bhatia	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	3.34
INC000000442950	Delbert Ahlstrom	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000443130	Victoria Youtsey	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.22
INC000000443171	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000443302	Valerie Ashby	PC/Laptop	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000443307	Julie Alsop	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.86
INC000000443343	Laurie Gallegos	None	None	PGP		TIR Missed: Yes	1.09
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.42

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INC000000443424	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443428	MV Motor Carriers	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443491	Jane Wiseman	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443672	Cindy Morrison	PC/Laptop	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443778	James Teton	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443794	Miralee Kelsey	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443805	Susan Dansie	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443811	Earl Thomas	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443839	Brett Wilding	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443956	Paula Vanikiotis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000443967	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444043	MV Logan	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444075	Paula Vanikiotis	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444120	Douglas Burwell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444162	Victoria Youtsey	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444182	Cindy M Clark	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444213	Stacey Hammond	Telecom	None	Telephone	TIR Missed: No	0.16
	Order Desk	Anna Sandoval	Tax Commission	Low Closed	TTR Missed: No	5.70

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INC000000444253	Paula Vanikiotis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444330	MV Citrix	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444373	MV South Valley	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444455	Barry Conover	PC/Laptop	Error	Ipads		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Medium	Closed	TTR Missed: No	0.19
INC000000444482	Jennifer Elliott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.14
INC000000444496	John Collen	Server	Error	None		TIR Missed: Yes	3.28
	Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	3.28
INC000000444498	Stephen Anderson	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444537	Shelley Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	2.95
INC000000444542	Jennifer Elliott	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.79
INC000000444594	Jennifer Casady	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	2.00
INC000000444674	Christine Robinson	Print/Copy/Scan/Fax	Incident	Novell GroupWise		TIR Missed: Yes	2.02
	Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	2.02
INC000000444705	Josh Randall	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444761	Stan Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444818	MV St George	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444822	Richard Lewis	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444879	Stephanie Vert	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000444902	MV Price	Network	Performance	None		TIR Missed: No	0.17
	Network Operations	Brant Davis	Tax Commission	Low	Closed	TTR Missed: No	1.10

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INC000000444934	Ellen Engel	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000444990	Julie Jones	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445102	MV Randolph	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445120	Howard Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445138	Lynda Dimick	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445169	Joseph Bradbury	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445187	Bob Swanson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445193	Cynthia Williams	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445195	Michele Espina	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445262	Sandra Herbert	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.29
INC000000445283	Jane Wiseman	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445308	Mary Morehouse	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445376	Michael Palombi	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	2.01
INC000000445445	Keirstin Osness	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445450	Cindy M Clark	Application	Error	Adobe Media Player	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445463	Ben McAfee	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000445469	John Collen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000445474	Brian Brand	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445504	Michele Espina	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445550	Michael Palombi	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: Yes	6.22
INC000000445584	MV Salt Lake City	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445611	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445612	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445659	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445662	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445713	Kimm Lacy	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445726	MV Citrix	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445743	Sandra Iwasaki	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445862	Alan Dunlap	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445893	Doral Vance	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000445935	Kimm Lacy	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446102	Karen Yakovich	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446109	Kevin Park	Mobile Devices	Error	iPhone		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.39
INC000000446143	Shinji Ichida	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000446181	Mariah McAfee	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.55
INC000000446223	Amy Arnn	Application	Password	Utah Master Directory		TIR Missed: No	0.78
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.78
INC000000446233	Caralyn Streed	Server	Error	None		TIR Missed: No	0.39
	Metro B Hosting	Randy Spainhower	Tax Commission	Low	Closed	TTR Missed: No	0.59
INC000000446242	Jackie Bate	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	1.89
INC000000446242	Jackie Bate	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	1.89
INC000000446268	MV Cedar City	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000446293	Devin Anderson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446309	Monte Roberts	Telecom	Area Code	Telephone		TIR Missed: No	0.29
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.29
INC000000446318	Dianna Wright	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446332	Kesia Horner	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Leon Owen	Tax Commission	Low	Closed	TTR Missed: No	0.13
INC000000446352	MV Price	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	
INC000000446352	MV Price	Network	Performance	None		TIR Missed: Yes	1.63
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	
INC000000446352	MV Price	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	
INC000000446390	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446671	Dana Johnson	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446674	MV Green River	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446676	MV Price	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000446701	MV Moab	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446713	Ryan Sharp	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446731	Karalynn Malcolm-Sugden	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.12
INC000000446738	MV Moab	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446759	Julia Warga	Application	Error	ZENworks for Desktops		TIR Missed: Yes	2.61
	Application Services	Tracy Goble	Tax Commission	Low	Closed	TTR Missed: No	2.61
INC000000446762	MV Davis County IM	Static Application	Error	Motor Vehicle Administration		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.09
INC000000446842	Alan Dunlap	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446844	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446928	MV Citrix	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000446932	Frank Hales	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447028	Karen Bryant	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.18
INC000000447036	Rajanee Christiansen	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447046	Rexalee Jolley	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447075	Michael L Davis	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447080	Deon Loynd	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447136	Michele Espina	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447158	Arthur Brownell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000447187	Karen Bryant	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.14
INC000000447192	Joy Jasperson	Network	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	3.95
INC000000447227	Craig Jolley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447234	MV Cedar City	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447280	Frank Hales	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.57
INC000000447308	Cindy Dennis	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.73
INC000000447317	Pepper Culley	Application	Error	Internet Explorer		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.35
INC000000447318	Deann Clark	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	1.83
INC000000447489	Vera Bullock	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447495	Michele Espina	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447551	Julie Salisbury	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447602	Karen Moody	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447664	Jackie Bate	Application	Error	None		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.72
INC000000447669	Cindy M Clark	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447758	Julie Jones	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447768	MV Price	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000447794	Bruce Timothy	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000447797	MV Price	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000447982	Joleen Rogers	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000447995	Curtis Stoddard	Application	Reporting	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448032	Sonya Pullan	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.21
	Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	4.26
INC000000448133	MV Citrix	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448184	Jan Marshall	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.26
INC000000448255	MV Salt Lake City	Mobile Devices	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448256	Brandon Cowdell	Application	Reporting	GenTax	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448260	MV Citrix	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448274	Ruth Ann Jefferies	Storage	Stand Alone	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448333	Melanie Palmer	Application	Error	Adobe Media Player	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448350	Kristi Carter	Telecom	None	Telephone	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin	Tax Commission	Low Closed	TTR Missed: No	0.25
INC000000448396	Sonya Pullan	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448409	Brenda Patterson	Application	Error	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448420	Michele Espina	PC/Laptop	Hardware	None	TIR Missed: No	0.20
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	2.28
INC000000448446	Craig Jolley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448474	Lia Eckhardt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000448610	Brenda Patterson	Application	Error	Novell GroupWise	TIR Missed: Yes	1.19
	Application Services	Bart Purser	Tax Commission	Low Closed	TTR Missed: No	1.51
INC000000448620	Sean Faurschou	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448631	John Manning	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448633	Ralph Hoggan	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448684	Brent Taylor	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448691	Bruce Timothy	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448694	Hossein Zaryoun	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448723	Stan Allen	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448825	Spencer Hansen	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448832	Christine Fratto	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448847	MV Richfield	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448886	Jan Marshall	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000448889	Landon Gardner	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449054	Landon Gardner	Application	Error	ZENworks for Desktops	TIR Missed: No	0.94
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	1.92
INC000000449055	MV Citrix	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449059	Deann Clark	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	0.58
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low Closed	TTR Missed: No	0.58
INC000000449063	Sonya Pullan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000449109	Steffani Pace	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449110	LaDawn Hamp	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449214	Remissa Navarro	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449216	Remissa Navarro	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449253	MV Salt Lake City	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449257	Sandra Iwasaki	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.47
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.47
INC000000449276	Ben McAfee	Application	Password	Utah Master Directory		TIR Missed: No	0.03
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.12
INC000000449533	Dean Drew	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449537	Melissa Richins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449560	MV Manti	Network	Performance	None		TIR Missed: No	0.65
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.65
INC000000449575	Landon Gardner	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449623	Rajanee Christiansen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449633	Susan Dansie	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449651	MV Logan	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000449682	Isaac Gunderson	Application	Error	State Payroll Time Entry System		TIR Missed: Yes	1.75
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.36
INC000000449685	Jim McNair	Server	Performance	None		TIR Missed: Yes	1.59
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	4.55
INC000000449809	Lamar Sayer	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000449813	Mariah McAfee	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449817	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449870	Linda Allred	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449873	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Closed	TTR Missed: No	4.88
INC000000449875	Lia Eckhardt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.08
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Closed	TTR Missed: No	5.44
INC000000449929	Lee Hill	Telecom	Call Management	Telephone	TIR Missed: No	0.07
	Voice Operations	Julie Sabato	Tax Commission	Low Closed	TTR Missed: No	4.51
INC000000449944	Craig Jolley	Application	Error	Microsoft Access 2007	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000449971	Ruth Ann Jefferies	PC/Laptop	Hardware	None	TIR Missed: No	0.29
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Closed	TTR Missed: No	2.86
INC000000450004	Barry Conover	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.07
	Metro B Desktop Support	Wayne Higgs	Tax Commission	High Closed	TTR Missed: No	1.00
INC000000450005	Scott W Smith	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Medium Closed	TTR Missed: No	0.96
INC000000450012	Lia Eckhardt	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450025	MV Manti	Network	Performance	None	TIR Missed: No	0.37
	Network Operations	Dave Bodily	Tax Commission	Low Closed	TTR Missed: No	1.94
INC000000450049	Karen Lingard	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450118	Mikol Christensen	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450178	MV Provo	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450245	Bruce Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450284	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.01

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INC000000450335	Colleen McDonald	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450367	Ashley LA MARCA	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450368	MV Morgan	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450369	MV Tooee	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450393	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450482	John Newman	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450491	MV South Valley	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450502	MV Logan	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450503	Michael Waterfall	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450505	Valerie Ashby	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450506	Laura Atwood	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450509	MV Logan	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450513	MV Ogden	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450515	Gene Petrie	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450522	Hossein Zaryoun	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450524	MV Junction	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000450548	Tara Whatcott	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000450551	MV Salt Lake City	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450553	MV Tooele	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450555	MV Cedar City	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450557	MV Farmington	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450568	Janie Mamales	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450577	Jody Jacobs	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450580	Francine Corbridge	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.19
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Closed	TTR Missed: No	2.51
INC000000450587	MV Morgan	Network	Performance	None	TIR Missed: No	0.14
	Network Operations	Dave Bodily	Tax Commission	Low Closed	TTR Missed: No	0.14
INC000000450590	Warren Webb	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450593	Pamela Raia	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450597	Richard Kirkland	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450598	MV St George	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450633	Angelina Carr	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450719	Mike Lee	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450720	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450778	Brett Wilding	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450789	Jeannie Warren	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000450799	Mikol Christensen	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450820	MV Davis County IM	Static Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450860	MV Brigham City	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450861	MV Farmington	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450867	MV Morgan	Network	Performance	None	TIR Missed: No	0.52
	Network Operations	Dave Bodily	Tax Commission	Low Closed	TTR Missed: No	0.52
INC000000450923	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450929	Jan Duggar	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000450934	MV Morgan	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451008	Victoria Youtsey	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451045	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451050	MV Loa	Network	Performance	None	TIR Missed: No	0.30
	Network Operations	Brian Chatwin	Tax Commission	Low Closed	TTR Missed: No	0.87
INC000000451060	Caralyn Streed	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451192	MV Provo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451293	MV Cedar City	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451308	Terri Chidester	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451309	Lynette Feil	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.18
INC000000451357	Mike Fahey	PC/Laptop	Error	None	TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.81

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INC000000451360	MV Provo	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451364	Lia Eckhardt	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451370	MV Morgan	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451372	Curtis Stoddard	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.67
INC000000451380	Elsye Pesantes	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451382	John Moody	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	
INC000000451419	Isaac Gunderson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451461	David Mortensen	Application	Error	QuickBooks	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451464	David Mortensen	Application	Error	QuickBooks	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451498	Joshua Quarnberg	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451503	Kelley Perkins	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	1.21
INC000000451512	Ryan Allen	PC/Laptop	Hardware	None	TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.64
INC000000451515	Curtis Stoddard	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.13
INC000000451523	Steven Shepherd	Application	Error	QuickBooks	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451534	Andrew Rojas	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451542	Dana Johnson	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000451566	Sharleen Burningham	Print/Copy/Scan/Fax	None	State Payroll Time Entry System	TIR Missed: No	0.51
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.72

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INC000000451579	MV Manti	Network	Performance	None		TIR Missed: No	0.17
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.31
INC000000451601	Ruth Ann Jefferies	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451647	Julie Jones	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	3.49
INC000000451648	MV Tooee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451655	Jonathan Steed	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451735	Lonnie Holt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.46
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.33
INC000000451741	Michael L Davis	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451758	Joseph Bradbury	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451764	Nantanee Moore	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451849	Jason Rhodes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451879	MV Salt Lake IDS	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451886	Jennifer Elliott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.33
INC000000451890	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451947	Virginia Mascarenas	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000451948	Ryan Allen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452112	Chris Shawcroft	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452168	MV Richfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000452182	Holly Ward	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452186	Earl Thomas	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452189	MV St George	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452204	Jake Hill	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452286	Amanda Gillespie	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452313	Chante Hammond	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452339	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452407	Cindy M Clark	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452419	Pam Chaffin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low	Closed	TTR Missed: No	2.12
INC000000452454	Lorie Ferguson	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452459	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452468	Lia Eckhardt	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.94
INC000000452481	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452486	Cindy Morrison	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452497	Cindy M Clark	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452520	Siafolau Leiato	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452521	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000452541	Jill Guevara	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452579	Pam Chaffin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452609	Brooke DiFrancesco	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452652	Lee Stephens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452750	Gaylin Ford	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452796	Michael L Davis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452813	MV Manti	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452814	Paula Vanikiotis	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452816	Gaylin Ford	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452819	Elizabeth Benadik	None	None	None	TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	1.99
INC000000452831	Mary Morehouse	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452833	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452874	MV Salt Lake City	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452882	MV Provo	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452885	Amanda Gillespie	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452888	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000452895	Melinda Middleton	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000452924	Karen Lingard	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452925	Melinda Middleton	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452935	Amorette Child	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452936	Cathy Maez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452938	Rosie Akeripa	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000452984	Dee Talbot	PC/Laptop	Hardware	Ipads		TIR Missed: No	0.21
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.39
INC000000453005	John Collen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453025	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453081	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453084	Michele Espina	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453092	Charlie Roberts	Application	Error	Internet Explorer		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.43
INC000000453120	June Washington	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453157	Debbie Huni	Application	Reporting	Motor Vehicle Administration		TIR Missed: No	0.23
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.23
INC000000453195	Susan Waters	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453200	Susan Waters	Application	Error	None		TIR Missed: No	0.01
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.01
INC000000453263	Cody Sweat	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000453269	Scott Draper	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000453309	Mia Detton	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453472	Ron Smith	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.07
INC000000453477	Ron Smith	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Tax Commission	Low Closed	TTR Missed: No	0.73
INC000000453487	Vickie Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453497	Mark Maxfield	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453499	Sarah Moller	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453556	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453561	Ruth Ann Jefferies	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	2.02
INC000000453603	MV Moab	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453637	Chrysanne Newman	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453644	MV Brigham City	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453648	Alicia Stinson	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453667	Karen Moody	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453670	Laura Atwood	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000453731	Jit Bhatia	PC/Laptop	Error	GenTax	TIR Missed: No	0.48
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.73
INC000000453738	Stan Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.61
	Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: No	0.61
INC000000453763	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.09
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.25

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INC000000453994	Jeff Peck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454055	Brad Simpson	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454064	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454175	Julia Warga	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454201	MV Salt Lake City	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454231	MV Citrix	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454335	Debbie Berry	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454346	Dean Drew	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454352	Joleen Rogers	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.02
INC000000454369	Ron Smith	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454370	Vickie Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454408	MV Provo	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454473	Dustin Ashcroft	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	James Stearns	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454484	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454540	Susan Waters	PC/Laptop	Error	None	TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	0.82
INC000000454555	Gaylin Ford	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000454558	Cindy Morrison	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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Tax Commission

INC000000454580	MV Manti	Network	Performance	None		TIR Missed: No	0.06
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.40
INC000000454636	Melanie Palmer	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454762	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454808	MV Green River	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454830	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454875	Randy Farnsworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454884	Randy Farnsworth	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000454892	Meckin Bless	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454971	Bea Tu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000454975	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000455017	Kimberly Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000455061	Tiffany Harms	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.55